

PERSONNEL DATA:		
NAME:	TITLE:	SCHOOL:
Nevien Farouk Khourshed	Associate Professor	Department of Marketing and International Business, College of Management & Technology, Arab Academy for Science & Technology & Maritime Transport
DATE OF BIRTH:	NATIONALITY:	CIVIL STATUS:
12-10-1977	Egyptian	Married
PHONE NUMBER:	MOBILE NUMBER:	E-MAIL:
03-5565429	0127-6060328	nevienfarouk@gmail.com, nevienkhourshed@aast.edu
QUALIFICATIONS:		
<ul style="list-style-type: none"> • PhD Degree in Performance Planning - Faculty of Engineering - Department of Design, Manufacture and Engineering Management (DMEM), Strathclyde University in Scotland, 2005 to 2010. • MSC Quality Management - Grade: Excellent, Productivity & Quality institute (AASTMT), 2-2002 to 6-2004. • BSC Engineering (Building & Construction department) - Grade: Excellent with Honour, Faculty of Engineering Arab Academy for Science, Technology and Maritime Transport, 10-1996 to 6-2001. • TOEFL International Examination; at American Center, Alexandria, Egypt. • International Computer Driving License (ICDL) - issued by the UNESCO Cairo Office; at Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt • Writing, presenting and other generic skills for research; at Faculty of Engineering - Department of Design, Manufacture and Engineering Management (DMEM)- University of Strathclyde, Glasgow, Scotland, United Kingdom. • Quality Management Systems – Auditor / Lead Auditor training course - IRCA Certification No.A17323; at Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt. • OHSAS 18000 Occupational health and safety information; at Productivity and Quality Institute (PQI) - Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt • Human Resources Course; at Productivity and Quality Institute (PQI) - Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt. • Teaching Skills Course; at Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt. • Ethics of Scientific Research; at Faculty and Leader Development Project (FLDP) - Alexandria University, Alexandria, Egypt. • Writing, presenting and other generic skills for research, at Faculty of Engineering - Department of Design, Manufacture and Engineering Management (DMEM) - University of Strathclyde, Glasgow, Scotland, United Kingdom. • Attend the 13th International conference for “Sustainable development: strategies and challenges”, 13-14/05/2015; at Alexandria University, Alexandria, Egypt. • Attend course about “building capacity in university management, quality assurance in higher education, 15-16/06/2015- Tempus; at Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt. 		

- Attend course about “using learning outcomes to design a course and assess learning”, 12/09/2015; at Arab Academy for Science, Technology and Maritime Transport (AASTMT), Alexandria, Egypt:
- Attended the following Academic Staff Capability Development Courses in 2014 at Educational Centre – Arab Academy for Science, Technology and Maritime Transport (AAST-MT), Alexandria, Egypt:
 - Effective Presentation Skills
 - Examination and student assessment system
 - Credit hours system and Academic Advising
 - Managing research teams Course
- Attended the following Academic Staff Capability Development Courses in 2017 at Educational Centre – Arab Academy for Science, Technology and Maritime Transport (AAST-MT), Alexandria, Egypt:
 - “Statistical Package for the Social Sciences (SPSS) – Level 1”.
 - “Statistical Package for the Social Sciences (SPSS) – Level 2”.
 - “Statistical Package for the Social Sciences (SPSS) – Level 3”.

CURRENT POSITION:

Associate Professor at Department of Marketing and International Business (AAST-MT): 1/4/2018 - Present

My duties and responsibilities during this job are:

- Preparing and updating materials.
- Teaching undergraduate courses: Production Operation Management, and Production Planning and Control.
- Teachings master courses: Quality management, Quality assurance, Principles of Management, and Operations Management.
- Attending seminars for proposals of Masters’ Degree and PhDs.
- Attending seminars for mock viva of Masters’ Degree, DBA and PhDs.
- Supervising Masters, DBA and PhDs thesis.
- Undertaking personal research projects and actively contributing to the University’s research profile.
- Writing up research and preparing it for publication.
- Undertaking continuous professional development (CPD) and participating in staff training activities.
- Representing the University at professional conferences and seminars, and contributing to these as necessary.
- Prepare and adapt appropriate teaching materials in different management courses.
- Offer advice on further learning and progression opportunities to delegates as required.

Head of the Quality Unit at Graduate School of Business (GSB) - Arab Academy for Science, Technology and Maritime Transport (AAST-MT): 1/2/2016 - Present

My duties and responsibilities during this job are:

- Along with my duties as Associate Professor;
- Monitor the implementation of the operational plan to achieve the objectives of the unit in accordance with the policy and objectives of the college in the field of quality assurance and accreditation.
- Supervise the administrative members and identify job tasks of all members of the unit.
- Periodical meeting with quality staff to review their periodic reports and act upon them.
- Create an internal quality assurance system to the various programs, as well as follow-up continuity in performance according to agreed standards.

- Follow-up work unit performance and take necessary measures to maintain regularity and develop internal and external evaluation mechanisms.
- Supervise the quality awareness campaigns to students and all employees of GSB (faculty members - administrative staff).
- Coordinate with the central unit for quality assurance at AASTMT to view the activities, achievements and recommendations of the GSB in the field of quality.
- Participate in the development of regulations and procedures for accreditation and quality assurance of the GSB.
- Follow up the implementation of the goals relating to accreditation and quality assurance in the field of education.
- Participation in meetings, conferences, seminars, forums, workshops and training courses in the field of development quality assurance.
- Perform all required tasks for quality in Cardiff Metropolitan program.
- Dealing with quality correspondence from inside and outside the AASTMT with respect to applications related to quality.
- Coordination with Vice Deans to solve the problems encountered in the application of quality system.
- Participate in the development of strategic planning of the GSB.
- What entrusted with other tasks within the framework of the job.

PREVIOUS EXPERIENCE:

Lecturer at Department of Marketing and International Business (AAST-MT):1/2011-4/2018

My duties and responsibilities during this job was almost the same as Associate Professor.

Vice Dean for Community Service and Training Affairs: Graduate School of Business - Arab Academy for Science, Technology and Maritime Transport (AAST-MT): 1/9/2014 – 1/2016

Along with my duties as lecturer; My duties and responsibilities during this job are:

- Participate in the development of regulations and procedures for accreditation and quality assurance of the GSB.
- Attend seminars and courses for quality training.
- Acting as the Head of Quality Unit in Cardiff program.
- Participating in the preparation of plans and programs that ensure the achievement of the GSB's role in community service and environmental development and follow up their implementation.
- Implementation of academic policies in relation to the community service and environmental development in the fields of college work.
- Participate in the development of the systems and policies that will determine the target audience of training needs and the preparation of the necessary training programs to cover these needs.
- Participate in the organization of conferences, scientific symposium and public lectures that are targeting community service and environmental development and follow-up implementation of its recommendations with all concerned authorities.
- Follow-up the goals' implementation concerning the accreditation and quality assurance in the field of training and community service.
- Put the annual detailed plan for the activities of the college that depend on the particular needs of the community in educational and training fields.
- Be a positive ambassador at all times for AASTMT in general and GSB specifically.

Deputy Dean for Educational Affairs: Productivity and Quality Institute (PQI) - Arab Academy for Science, Technology and Maritime Transport (AAST-MT): 1/7/2012 – 31/8/2014
Along with my duties as lecturer; My duties and responsibilities during this job are:

- Undertake organisational duties associated with teaching including; development of learning materials, students' examinations and assessment, attendance, educational guidance and any other associated duties.
- Conduct seminars aimed at sharing research outcomes and building interdisciplinary (specialized) collaboration within and outside the department.
- Obtain and use feedback from students to evaluate and develop own practice, as well as assess the material and do the required amendments.
- Attend all department meetings and provide appropriate documentation as may be required.
- Participate in careers events and other marketing opportunities as appropriate and assist in the preparation of course brochures and publicity materials.
- Be a positive ambassador at all times for AASTMT in general and PQI specifically.

Lecturer Assistant: Productivity and Quality Institute (PQI)- Arab Academy for Science, Technology and Maritime Transport (AAST-MT): 2004 –2010
My duties and responsibilities during this job are:

- Designing, preparing and developing different teaching materials in the field of management.
- Implementing new methods of teaching, appropriate to the learner group and course.
- Undertaking personal research projects and actively contributing to the institute's research profile.
- Writing up research and preparing it for publication.
- Undertaking continuous professional development (CPD) and participating in staff training activities.
- Representing the institute at professional conferences and seminars, and contributing to these as necessary.
- Prepare and adapt appropriate teaching materials in different management courses.
- Identify and assess the needs of delegates and if necessary adapt course content and delivery style to meet these needs.
- Discuss Learning Outcomes or moderation requirements with learners as the course proceeds.
- Progress and ensure that delegates are given feedback on their progress.
Offer advice on further learning and progression opportunities to delegates as required.
- Maintain contact with the course organizer, and can handle immediate changes, cancellations, or other significant problems.
- Teaching undergraduate courses as an assistant to lecturer (Sections).

Graduated Teaching Assistant: Productivity and Quality Institute (PQI)- Arab Academy for Science, Technology and Maritime Transport: 2001- 2003
My duties and responsibilities during this job are:

- Organizes and develops courses procedure manuals and guides.
- Participate in updating the materials.
- Conduct research on different topics as appropriate to the institute's training courses.
- Participating in staff training courses.
- Teaching undergraduate courses as an assistant to lecturer (Sections).

RESEARCH PROFILE:

- Nevien F. Khourshed, Zeyad El-Kahlout and Mohamed A. Ragheb (2006), "Application of performance models in Seaports of Egypt", 9th International Quality Management and Organizational Development Conference (QMOD) Liverpool, UK.
- Nevien F. Khourshed and Zeyad El-Kahlout (2006), "An overview of yield management concepts and models", 3rd Quality Conference for Bahrain Quality Society "Path for Competition under the Globalization-Opportunities and Challenges.
- Nevien F. Khourshed and Christopher Irgens (2007), "Scenario Planning – General Review", The first international Egyptian conference on "Total Quality Management in the Service Industries" (TQMISI 2007), Alexandria-Egypt.
- Nevien F. Khourshed and Sherif A. El Araby (2007), "Six Sigma – General Review", 8th International Conference of Quality Managers (8th ICQM, Teheran-Iran).
- Nevien Khourshed (2011), The Relation between Resistance to Change and Theory of Constraints, The Eight International Conference of Global Academy Of Business & Economic Research (GABER).
- Nevien Khourshed (2012), Process Concept to Performance Management, International Journal of Business and Management Studies, Vol 4, No 1, ISSN: 1309-8047.
- Younes, H.; Badawy, O.; Khourshed, N. F. (2012), "Measuring Knowledge Management Enablers, Practices and Innovation in Higher Education", 1st. International Conference on Computing and Informatics, ICCI 2012, Faculty of Computing and Information, Helwan University.
- Younes, H.; Badawy, O.; Khourshed, N. F. (2013), "Customer Experience Management Strategies and Knowledge Management to Enhance Higher Education Practices, Conceptual Research", 33rd. Arab association collegiate registers and admissions officers (Arab-ACRAO'33) Conference, AASTMT, Alexandria, Egypt.
- Younes, H.; Badawy, O.; Khourshed, N. F. (2014), "Achieving the Excellence Performance by using Knowledge Management and Innovation Framework", The 15th International Arab Conference on Information Technology (ACIT 2014), University of Nizwa, Oman.
- Alia E. Islam and Nevien F. Khourshed (2015), Placing Performance Measurement and Performance Management in Context of Strategic Management Process: A Conceptual Framework, 8TH Conference on Performance Measurement and Management Control, EIASM, Paris.
- Sahar El-Barky and Nevien Khourshed (2015), Significant Risks Associated with Logistics Management Outsourcing of Industrial and Service Companies in Egypt, Third International Conference on Emerging Research Paradigms in Business and Social Sciences, Middlesex University, Dubai.
- Nevien Khourshed and Alia Emad Islam (2015), Locating Performance Measurement (PM) in Knowledge Management (KM) Framework, Third International Conference on Emerging Research Paradigms in Business and Social Sciences, Middlesex University, Dubai.
- Marwa Mahfouz and Nevien Khourshed (2016), "The impact of e-banking on service quality in the Egyptian banking sector", *Journal of the Faculty of Commerce for Scientific Research*, vol. 5, no. 1.
- Magdy A. Khalaf and Nevien Khourshed (2016), "Performance-Based Service Quality Model in Postgraduate Education", *International Journal of Quality and Reliability*, vol. 34, iss. 5.
- Nevien Khourshed (2017), "The impact of non-value added activities (wastes) in Higher Education on Student Satisfaction", *Journal of the Faculty of Commerce for Scientific Research*, vol. 54, no. 1.
- Nevien Khourshed (2017), "Examining the Impact of Leadership Styles on Lean Six Sigma Implementation", *Journal of the Faculty of Commerce for Scientific Research*, vol. 54, no. 2.
- Nevien Khourshed (2017), "Investigating the Relationship between Quality and Competitiveness through Innovation: An empirical study in Egypt", *Egyptian Business Administration Review*, Cairo University, No. 6, ISSN: 2314-5218.

- Nevien Khourshed (2018), "Investigating the Relationship between Quality and Competitiveness through Innovation: An empirical study in Egypt", *Egyptian Business Administration Review*, Cairo University, No. 6, ISSN: 2314-5218.
- Riham Helmy, Nevien Khourshed, Mohamed Wahba, and Alaa Abd El Bary (2020), "Exploring Critical Success Factors for Public Private Partnership Case Study: The Educational Sector in Egypt", *J. Open Innovation: Technology, Market, Complexity*, 6(4),142.
<https://doi.org/10.3390/joitmc6040142>.
- Mira Hatem Kassem, Mohamed H. Wahba, and Nevien Khourshed (2021): "The Effect of Organizational Climate on Employee Performance Mediating by Intrapreneurial Behaviours: Case Study", 4th international conference on applied research in management, business and economics; 17-19 September 2021, Nice, France.
- Dina Allam, Elsayed Elseify, Amr Youssef, Nevien Khourshed (2021): "The Relationship between Green Supply Chain Management and Profitability", *Open Access Library Inc.*, Volume 8.
- Lobna S. Sorour, Mohamed A. Ragheb, Nevien Khourshed (2021): "A comparative study of institutional factors influencing entrepreneurial activities: A Case Study of Egypt and Saudi Arabia", *Journal of Security and Sustainability Issues.*, December Issue.
- Mohamed A. Ragheb, Passent Tantawi, Nevien Farouk, Ahmed Hatata (2022), "Investigating the acceptance of applying chat-bot (Artificial intelligence) technology among higher education students in Egypt", *International Journal of Higher Education Management (IJHRM)*, Vol. 8 Number 2 February 2022.
- Khourshed, N.; Sobhy, S.; Elgamal, S. (2023). "Investigating the Readiness Factors for Industry 4.0 Implementation for Manufacturing Industry in Egypt", *Sustainability*, Volume 15, Issue 12, <https://doi.org/10.3390/su15129641>
- Khourshed, N. and Gohar, N. (2023). "Developing a systematic and practical road map for implementing Quality 4.0.", *Quality Innovation Prosperity*, Vol. 27, No. 2, <https://doi.org/10.12776/qip.v27i2.1859>
- Khourshed, N. (2023). "Investigating the critical success factors for integrating Lean Six Sigma and Industry 4.0", *Quality Management Journal*, Vol. 30, No. 4, <https://doi.org/10.1080/10686967.2023.2245087>
- Khourshed, N. and Youssef, A. (2025). "Testing the Just-In-Time Inventory Model Effect on Organizational Effectiveness for Egyptian Manufacturing Industries", *Arab Journal of Administration*, Vol. 45, No. 3, pp1-18, DOI: [10.21608/AJA.2023.191418.1393](https://doi.org/10.21608/AJA.2023.191418.1393)
- Khourshed, N. Beshr, M., Talaat, R. (2023). "Evaluating Supply Chain Performance Measurement System (SCPMS) lifecycle during unexpected events", *Production & Manufacturing Research*.

OTHER PROFESSIONAL ACTIVITIES:

Membership

- European Operations Management Association
- European Institute for Advanced Studies in Management
- Performance Measurement Association

Seminars Presented by the CV Writer

- Lean Techniques, 27/12/2011
- Theory of Constraints, Total Quality Management, Reengineering, 28/12/2011
- Key Performance Indicators, 3/1/2012
- Quality management, 9/2/2020